GOVERNMENT OF ANDHRAPRADESH
ABSTRACT

ITE&C Department - MeeSeva Services - Delivery of various Government services through"MeeSevaonline" –Rationalization of user charges -Orders -Issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS (eGov) DEPARTMENT

G.O.MS.No. 18 **Dated: 17-09-2016**

Read the following:

1. G.O.Ms.No.7,ITE&CDept.Dt.07.05.16.
2. G.O.Ms. No. 29, ITE&C (Infra) Dept. Dt. 25.07.2012.
3. G.O.Rt. No. 31, ITE&C (Infra) Dept. Dt. 22.02.2012.
4. Lr.No. 116/ITE&C/MeeSeva/2015, Dt. 22.04.2015 of the Secretary, ITE&C Department.
5. Lr.No. 167/MeeSeva/Secy/ITE&C/2016, Dt. 07.04.2016 of the Secretary, ITE& C Department.

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ORDER

Government of Andhra Pradesh has initiated "MeeSeva" projecttoimprove the delivery of Public services to citizen through awell-definedarchitecture andprotocol.

2. In the present scenario there is an increase in the usage of smart phonesandcitizens prefer to access G2C, B2C and other services through smart phones andinternet.

3. Further, considering the citizen's convenience to utilize above said e- Governance initiatives anytime, anywhere, mobile based services have been approved vide reference 4th cited and MeeSeva App was launched on 09.07.2015.

4. It is observed that the number of transactions through MeeSeva App is very low. The higher usage charges for the service is found to be one of the main reasons for the lower number of transactions, as the same service is available free of cost in parent department app.

5. Therefore, to popularize the MeeSeva App and its penetration to increase transactions and social benefits in the long run, user charges being collected through Mobile App are reduced vide GO 1st read above, as mentioned below:

MeeSevaServices

Services	Existing(Rs.)	Revised(Rs.)	Remarks
Category-A	25/-	10/-	Rs.7/- for Dept.shareRs. 3/- forInfrastructure
Category-B	35/-	12/-	Rs.7/- for Dept.shareRs. 5/- forInfrastructure

* The Payment Gateway charges, mobile app conveniencecharges,stationery and postal charges areextra.

Electricity bills

Bill Amount (Rs)	User chargesbeingcollected (Rs)	Revised(Rs.)
<200	2/-	0/-
201-1000	5/-	0/-
1001-2500	10/-	0/-
2501 and above	25/-	0/-

6. Further the Government also observed that the number of MeeSeva transactions through online channel are low due to higher user charges as compared to MeeSeva App.

7. Therefore, after careful examination, and with a view to rationalize the existing comparatively higher user charges of Meeseva online, the Government has decidedtoadopt the user charges of MeeSeva App described in paragraph 5, for all citizen-centric transactions ported through Meeseva online. The above rates shall come into force with immediate effect.

8. These orders are issued with the concurrence of Finance Department vide U.O.No. 36/6/2016, Dt.08.07.2016.

(BY ORDER AND IN THE NAME OF GOVERNOR OFANDHRA PRADESH)

P.S.PRADYUMNA
SECRETARY TO GOVERNMENT(FAC)

To
The Director, ESD, A.P., Vijayawada.

Copy to:
The Chief Secretary to Government, A.P.
The Chief Commissioner of Land Administration
All Spl. Chief Secretaries, Prl. Secretaries, Secretaries to Govt.
All the District Collectors
The Joint Collectors cum Additional Directors of MeeSeva.
The IG, Registration and Stamps Department
The CMD, AP Transco, Hyderabad
The CMDs of SPDCL and EPDCL
The Director of Municipal Administration,
PS to Hon'ble Minister for ITE & C Dept.

//FORWARDED ::BY ORDER//

I/c JOINT SECRETARY TO GOVERNMENT(HRD)